

Privacy Policy

Oliver's Oasis is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and store your personal information.

1. **Data We Collect:** We may collect personal information such as name, email address, contact number and payment details. Depending on the services you access, we may also collect child's age, condition, medication, and appointments. This data is collected via forms (e.g. Wix Forms, Google Forms), email, website sign-up, and purchase systems.

2. **How We Use Data:** Your data is used to provide services, personalise content, communicate updates, and improve our offerings. Data is only used for the purpose it was collected and is not sold to third parties.

3. **Legal Basis:** We process data based on consent (e.g. sign-ups), contract (e.g. purchases), and legitimate interest (e.g. analytics).

4. **Storage and Security:** Data is stored securely using platforms like Wix, Google Drive, and Stripe. We take reasonable steps to protect it from loss, misuse, or unauthorised access.

5. **Sharing Data:** We only share data with trusted processors (e.g. payment systems, community platforms) necessary to deliver services. Data will not be shared for marketing without explicit consent.

6. **Your Rights:** You have the right to access, correct, or delete your data. To exercise these rights, contact hello@oliversoasis.co.uk. We aim to respond to all queries within 5 working days.

7. **Data Retention:** We retain personal data for as long as you are an active member. Upon membership cancellation, we may retain your information for up to 12 months to enable reactivation and respond to any issues. Transactional and financial records may be retained for up to 7 years to comply with legal obligations.

8. **Cookies:** See Cookies Policy for more details.

9. **Changes:** We may update this policy periodically. Continued use of our services implies acceptance.

10. **Age Restriction:** Oliver's Oasis is an adult-only service for individuals aged 18 and over. We do not knowingly collect or process personal information from anyone under 18. If we become aware that we have inadvertently collected such data, it will be deleted promptly.

11. In the unlikely event of a personal data breach, we will notify the Information Commissioner's Office (ICO) and affected individuals where legally required, in line with our internal Data Breach Policy.

12. **Contact:** For questions or complaints, email hello@oliversoasis.co.uk.